

[illegible]

The present invention allows telephony users and on-line users to communicate with one another using an instant messaging (IM) service. The on-line user will provide and receive textual messages, wherein the telephony user will provide and receive corresponding audible messages. These messages may convey emotion using associated emotional indicia, such as emoticons, or other emotional indicia, including the use of capitalization, emphasis, and the like. Emotional indicia provided in the text messages from the on-line user are audibly conveyed to the telephony user. Similarly, emotional indicia provided by the telephony user in the form of actual emotions or commands are provided in text to the on-line user.